

# **Recap of Results Identification**

# Results Guidance

- **6 to 8 primary Results** creates meaningful differentiation among programs (sufficient to prioritize)
- More than 8 tends to create too much redundancy and overlap (and can be taxing on departments)
- Less than 6 often leads to clumping of similarly scored programs (not enough criteria to differentiate)

## Community results

We asked neighbors to choose up to eight community results, or city goals – reasons our government exists.

In ranked order, those are:

1. **Safety** – 640 / 77 percent
2. **Economy** – 590 / 71 percent
3. **Utilities** – 575 / 69 percent
4. **Education** – 527 / 63 percent
5. **Environment** – 471 / 56 percent
5. **Recreation** – 471 / 56 percent
7. **Physical Appearance** – 403 / 48 percent
8. **Transportation/Mobility** – 375 / 45 percent

# What we Considered

3 “tests” to help you clarify

# **Results Definitions**

## **Discussion**

## ECONOMY

- Encourages and supports local businesses
  - 71 percent critical; 28 percent important = **99**
- Creates a business-friendly environment that encourages business and economic growth
  - 56 percent critical; 42 percent important = **98**
- Encourages quality job creation and growth, and workforce training
  - 58 percent critical; 38 percent important = **96**
- Works in collaboration to attract, recruit, and retain a diverse mix of businesses
  - 53 percent critical; 41 percent important = **94**
- Encourages and promotes sustainable development and redevelopment
  - 47 percent critical; 47 percent important = **94**
- Provides a place to live with quality housing, safety, and access to basic needs
  - 53 percent critical; 39 percent important = **92**
- Provides transportation and utilities that support business expansion and development
  - 40 percent critical; 51 percent important = **91**
- Offers vibrant downtown and commercial areas
  - 41 percent critical; 50 percent important = **91**
- Is attractive to visitors and for tourism
  - 40 percent critical; 47 percent important = **87**

Many of the open-ended definition suggestions are specific examples of how to accomplish the above definitions. Examples include supporting small- and medium-sized businesses; workforce education; development of restaurants; lower, reasonable taxes; support businesses outside of downtown; offer events and festivals.

## Evaluating Result Definitions:

- a.) Do any of these fail the “how” test?
- b.) Would you like to combine any of the definitions?
- c.) Should we draw the line at 50% “critical” and above, or keep them all?

## SAFETY

- Provides fire services
  - 81 percent critical; 19 percent important = **100**
- Provides safety from violent crime
  - 83 percent critical; 16 percent important = **99**
- Enforces laws fairly and justly
  - 79 percent critical; 20 percent important = **99**
- Provides police services
  - 73 percent critical; 24 percent important = **97**
- Supports ambulance or other emergency medical services
  - 70 percent critical; 28 percent important = **98**
- Supports feeling safe in your neighborhood
  - 69 percent critical; 29 percent important = **98**
- Is prepared for emergencies, like natural disasters and epidemics
  - 66 percent critical; 32 percent important = **98**
- Provides crime prevention
  - 66 percent critical; 30 percent important = **96**
- Supports feeling safe in downtown and commercial areas
  - 65 percent critical; 32 percent important = **97**
- Creates safe travel through the city for motorists, pedestrians, and cyclists
  - 61 percent critical; 36 percent important = **97**
- Provides fire prevention and education
  - 40 percent critical; 54 percent important = **94**

Additional definition suggestion:

- Provides police/community engagement in non-emergency situations, particularly for elementary children

## Evaluating Result Definitions:

- a.) Do any of these fail the “how” test?
- b.) Would you like to combine any of the definitions?
- c.) Should we draw the line at 50% “critical” and above, or keep them all?

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## UTILITIES

- Provides access to safe drinking water
  - 90 percent critical; 9 percent important = **99**
- Provides sewer services
  - 71 percent critical; 28 percent important = **99**
- Provides storm drainage
  - 59 percent critical; 40 percent important = **99**
- Provides flood control (dams, effective storm water management)
  - 56 percent critical; 42 percent important = **98**
- Provides affordable high-speed internet access
  - 44 percent critical; 37 percent important = **81**

### Additional definition suggestion:

- Provides education on how community can help maintain utility infrastructure, like how to report illegal dumping into sewers

Other suggestions gave specific ways to meet the offered definitions – use green energy sources to reduce utility costs to community; offer greater diversity of internet company options; reduce utility fees

## Evaluating Result Definitions:

- a.) Do any of these fail the “how” test?
- b.) Would you like to combine any of the definitions?
- c.) Should we draw the line at 50% “critical” and above, or keep them all?

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## EDUCATION

- Supports pre-K-12 education
  - 73 percent critical; 25 percent important = **98**
- Supports affordable, quality child care and preschool
  - 59 percent critical; 35 percent important = **94**
- Supports adult education
  - 41 percent critical; 52 percent important = **93**

### Additional definition suggestions:

- Encourages college-level education pathways or alternate forms of education
- Supports education about ways to support marginalized community sectors
- Supports education and educational resources for people with special needs
- Supports alternative means beyond public education

Other suggestions gave specific ways to meet the offered definitions – specific types of adult education, like budgeting – and those that school administrations would have to address – in-person learning; consolidating the Battle Creek area districts; offering the same resources to all students; offering more art education; teaching life skills; providing after-school programs.

## Evaluating Result Definitions:

- a.) Do any of these fail the “how” test?
- b.) Would you like to combine any of the definitions?
- c.) Should we draw the line at 50% “critical” and above, or keep them all?

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## ENVIRONMENT

- Protects and conserves water and other natural resources
  - 65 percent critical; 35 percent important = **100**
- Maintains utility infrastructure system for water, wastewater, and storm water
  - 74 percent critical; 25 percent important = **99**
- Supports air quality
  - 60 percent critical; 39 percent important = **99**
- Ensures protection, conservation, and preservation of parks, open spaces, rivers, other natural areas
  - 60 percent critical; 38 percent important = **98**
- Practices energy efficiency and sustainability
  - 45 percent critical; 52 percent important = **97**
- Educates about waste reduction, recycling, and conservation
  - 42 percent critical; 54 percent important = **96**
- Supports renewable and alternative energy sources
  - 45 percent critical; 44 percent important = **89**

Additional definition suggestion:

- Enforces proper recycling/hazardous waste disposal

Other suggestions gave specific ways to meet the offered definitions – less cutting and more replacing of trees; restoration of Kalamazoo River; educate on illegal dumping; beautification in the Dickman Road median; address noise pollution.

## Evaluating Result Definitions:

- a.) Do any of these fail the “how” test?
- b.) Would you like to combine any of the definitions?
- c.) Should we draw the line at 50% “critical” and above, or keep them all?

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## RECREATION

- Offers community parks, neighborhood parks, green spaces, and lakes
  - 49 percent critical; 50 percent important = **99**
- Supports an active lifestyle
  - 36 percent critical; 56 percent important = **92**
- Offers recreation facilities
  - 35 percent critical; 60 percent important = **95**
- Offers recreation programs
  - 31 percent critical; 64 percent important = **95**
- Connects the community with pedestrian and bike trail/path network
  - 33 percent critical; 55 percent important = **88**

Additional definition suggestion:

- Maintain all parks pristinely, including playground equipment

Other suggestions gave specific ways to meet the offered definitions – make sure facilities are affordable to all; develop more parks; develop along the river; invest in Binder Park Golf Course and Linear Park path; develop more indoor recreation facilities.

A variety of comments suggested focusing on activities and facilities for children, teens/young adults, and families.

## Evaluating Result Definitions:

- a.) Do any of these fail the “how” test?
- b.) Would you like to combine any of the definitions?
- c.) Should we draw the line at 50% “critical” and above, or keep them all?

## PHYSICAL APPEARANCE

- Maintains overall community appearance, including cleanliness
  - 59 percent critical; 41 percent important = **100**
- Offers garbage collection
  - 58 percent critical; 36 percent important = **94**
- Offers recycling
  - 49 percent critical; 40 percent important = **89**
- Provides code enforcement (property maintenance, long grass, abandoned buildings, etc.)
  - 45 percent critical; 48 percent important = **93**
- Offers yard waste pick-up/disposal
  - 45 percent critical; 46 percent important = **91**
- Maintains public buildings and community facilities
  - 43 percent critical; 54 percent important = **97**
- Offers attractive transportation corridors, streetscapes, entrance gateways
  - 35 percent critical; 54 percent important = **89**

### Additional definition suggestions:

- Provides programming to assist home owners to increase their personal property
- Enforces property maintenance codes equally

Other suggestions gave specific ways to meet the offered definitions – reinstate citywide leaf pickup; more parking enforcement in neighborhoods; program to help disabled and elderly maintain yards and sidewalks; make sure landlords maintain their properties; increase street sweeping and snow plowing; better signage

One comment noted to apply the definitions to all city neighborhoods equally.

## Evaluating Result Definitions:

- a.) Do any of these fail the “how” test?
- b.) Would you like to combine any of the definitions?
- c.) Should we draw the line at 50% “critical” and above, or keep them all?

## TRANSPORTATION/MOBILITY

- Removes snow
  - 61 percent critical; 38 percent important = **99**
- Plans for, builds, and improves road systems and bridges
  - 61 percent critical; 37 percent important = **98**
- Maintains street lights
  - 56 percent critical; 42 percent important = **98**
- Makes it easy to travel by public transit
  - 49 percent critical; 48 percent important = **97**
- Works with partners and community to develop and improve transportation infrastructure
  - 47 percent critical; 49 percent important = **96**
- Maintains sidewalks
  - 45 percent critical; 53 percent important = **98**
- Enforces traffic laws
  - 38 percent critical; 50 percent important = **88**
- Makes it easy to walk
  - 37 percent critical; 57 percent important = **94**
- Makes it easy to travel by car
  - 35 percent critical; 56 percent important = **91**
- Provides a network of paths, trails, and bike lanes that are safe and accessible
  - 29 percent critical; 61 percent important = **90**
- Makes it easy to travel by bicycle
  - 27 percent critical; 57 important = **84**
- Makes it easy to park in public spaces
  - 26 percent critical; 65 percent important = **91**

Additional definition suggestion:

- Sets sustainability goals, like moving toward zero emissions, and switching to electric vehicles

## Evaluating Result Definitions:

a.) Do any of these fail the “how” test?

b.) Would you like to combine any of the definitions?

c.) Should we draw the line at 50% “critical” and above, or keep them all?

## GOVERNANCE

- Uses good financial management practices
  - 86 percent critical; 14 percent important = **100**
- Is honest
  - 84 percent critical; 16 percent important = **100**
- Generally acts in the community's best interest
  - 72 percent critical; 27 percent important = **99**
- Provides valuable services for taxes paid
  - 71 percent critical; 28 percent important = **99**
- Is open and transparent to the public
  - 70 percent critical; 29 percent important = **99**
- Is responsive, open, and transparent to the community
  - 69 percent critical; 30 percent important = **99**
- Treats community members fairly, and with respect
  - 66 percent critical; 34 percent important = **100**
- Informs community about issues that affect them
  - 65 percent critical; 34 percent important = **99**
- Follows regulations, policies, and safety measures for lower risk
  - 54 percent critical; 42 percent important = **96**
- Hires a workforce focused on service excellence
  - 53 percent critical; 45 percent important = **98**
- Offers community access to elected officials
  - 44 percent critical; 52 percent important = **96**
- Plans for positive community future
  - 41 percent critical; 51 percent important = **92**
- Collaborates with community stakeholders, like private sector and nonprofits
  - 34 percent critical; 58 percent important = **92**
- Collaborates with other governments on regional issues
  - 33 percent critical; 62 percent important = **95**

## Evaluating Result Definitions:

- a.) Do any of these fail the "how" test?
- b.) Would you like to combine any of the definitions?
- c.) Should we draw the line at 50% "critical" and above, or keep them all?

# Wrap-up

# What we will do next...

- Commemorate Finalized Results and Result Definitions
- Use of DEI Definition as a Basic Program Attribute
  - *The city provides, and collaborates to provide services, programs, and meaningful participation opportunities to every person in the City of Battle Creek, no matter their race, color, religion, gender, sexual orientation, gender identity, national origin, age, ability, genetic information, marital status, amnesty, or status as a covered veteran*
- Incorporate into PBB Process (to shape 2022-23 Budget)
  - Departmental Program Scoring
  - Peer Review
  - Program Prioritization
  - Budget Development